



Oklahoma Office of Workforce Development
900 N. Portland Ave.
Oklahoma City, OK 73107

MEMORANDUM #M-01-2018

DATE: February 27, 2018

TO: Chief Local Elected Officials
Workforce Development Board Chairs
Workforce Development Board Staff
WIOA Partner Executive Directors

FROM: Dr. Erin E. Risley-Baird, Executive Director

RE: Oklahoma Works Data Collection and Reporting Systems

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) Core Partners identified in the combined State Plan include the following agencies which represent the core federal programs: Oklahoma Office of Workforce Development, the Oklahoma Employment Security Commission, the Department of Rehabilitation Services, and the Oklahoma Department of Career and Technology Education. Although the core partners work closely together to implement the Workforce Innovation and Opportunity Act (WIOA), each operates with a unique virtual case management system for client service tracking, case management, data collection, and reporting.

MESSAGE: This memorandum is intended to provide local workforce development areas and other state agency partners administering WIOA federal programs with a current overview of common performance measures, data collection and reporting systems of Oklahoma Works, a proud partner of the American Job Center Network. This includes information on data system vendors, current system and/or reporting overhauls, the current/anticipated frequency with which data reporting can be made available to the local boards, and data collection and reporting goals for continued WIOA implementation. Also included are the six primary indicators in Section 116(b)(2)(A) of WIOA by which all core programs will be measured to assess effectiveness in achieving positive outcomes for individuals served by the programs:

1. Employment Rate – 2nd Quarter After Exit
2. Employment Rate – 4th Quarter After Exit
3. Median Earnings – 2nd Quarter After Exit
4. Credential Attainment



5. Measurable Skill Gains
6. Effectiveness in Serving Employers

Oklahoma Office of Workforce Development (OOWD)

The Oklahoma Office of Workforce Development (OOWD) is a member of America's Job Link Alliance (AJLA), a consortium of publicly funded workforce agencies. America's Job Link Alliance – Technical Support (AJLA-TS), the consortium's information systems development and support center, provides OOWD with OKJobMatch, which includes JobLink, ServiceLink, ProviderLink, FiscalLink, and ReportLink for Title I Adult, Dislocated Worker, and Youth.

- JobLink provides a self-service labor exchange section that empowers job seekers to explore career pathways utilizing the O*NET system to deliver highly relevant and precise job and resume matches. JobLink is fully integrated with ServiceLink, allowing job seekers and employers to move seamlessly from self-services activities to receiving help from their local American Job Center (AJC) staff.
- ServiceLink fully supports all state and federal program, grant, and reporting requirements while providing the ability to manage eligibility, maintain program registration, maintain enrollment records, and store required and relevant documentation. It allows AJC staff to track client self-services and program provided services, and allows partner programs to access client's universal information.
- ProviderLink provides the integrated statewide Eligible Training Provider (ETP) list, allowing training providers and providers of youth services to create and manage self-service accounts, allows local area and state review process of ETP eligibility request, and provides federal program reporting requirements.
- FiscalLink provides an integrated fiscal management system to provide a real-time fiscal system for one-stop case management, participant and vendor financial management, accruals, payments, and fiscal reports.
- ReportLink is a web-based, comprehensive workforce program data management system that provides OOWD the ability to validate data and resolve and identify errors prior to submitting quarterly and annual performance reports to the Department of Labor (DOL).

Frequency of Data Reporting:

The Oklahoma Office of Workforce Development, in conjunction with the Oklahoma Employment Security Commission (OESC), works continually with AJLA-TS to ensure that OKJobMatch is efficiently meeting all federal and state mandated reporting and performance requirements. OKJobMatch reporting features provide the ability to run performance and case management reports at any time, providing real time data which allows OOWD, Local Boards, One Stop Operators, and Service Providers to monitor data and performance as needed. WIOA Quarterly and Annual Reports are available to view at any time with the understanding that the data can change daily and an official report is not available until 45 days after the end of the reporting quarter.

OOWD's data collection and reporting goals are to ensure the timely, complete, and accurate collection of participant data at intake which provides the State and Local areas the ability to evaluate and project performance, evaluate and project program outcomes, share reliable data across core partners, maintain data integrity and provide accurate performance reports. OOWD is committed to providing the most accurate data in order to implement an integrated reporting system and common intake process.

Consistent with the WIOA State Plan for Oklahoma, the Oklahoma Office of Workforce Development, in collaboration with the core partners is committed to taking the steps necessary to provide a seamless experience to address the education and skills needs for all Oklahomans.

Oklahoma Employment Security Commission (OESC)

OESC currently utilizes OKJobMatch, hosted by America's Job Link Alliance (AJLA). OKJobMatch brings together the essential elements of a workforce management information system: 1) In accordance with federal requirements, universal access to basic labor exchange services without cost to jobseekers including an easy to follow, step-by-step job posting process and a robust resume builder; 2) Case management capabilities for federal programs; 3) Cataloguing and management of eligible training providers and approved training programs; 4) Powerful reporting capability for all required federal, system, and activity reports; and 5) The ability to interface with Unemployment Insurance (UI). Formed in 2001, AJLA is a consortium of publicly funded workforce agencies partnering to produce high-quality information technology. Member organizations must collectively approve changes or modifications to these systems. Collective membership allows the entity to reduce the cost of developing integrated information technology solutions. Their products empower workforce agencies to deliver exceptional customer service and drive the economy by connecting employers and job seekers. AJLA is in their 47th year of providing information systems to the workforce development community.

The WIOA annual and quarterly performance reports are available in OKJobMatch. Local Boards can run these reports at any time during the year; however, running the reports prior to the end of the current reporting quarter will not give accurate data. Running the annual or quarterly reports early will only give an approximation, or a snapshot, of the area's performance measures.

Frequency of Data Reporting:

At this time, the data collection and reporting goals for OESC are: 1) Accurate data when pulling OKJobMatch quarterly reports 45 days after the end of the reporting quarter; and 2) UI wage information provided by employers on a quarterly basis. It is both data sets that contribute to the accuracy of performance. In order to successfully gauge WIOA performance measures, OESC's overarching goal is to pull the most accurate data. Both OKJobMatch quarterly reports and UI wage data are available on a quarterly basis, specifically 45 days after the end of the reporting quarter.

OESC is a longtime partner and supporter of the workforce delivery system, believing the opportunity to have an integrated reporting and common intake system will only strengthen the ability to serve all customers, regardless of program or point of entry, and meet the state and federal mandates for all programs. It will continue to work with system partners to ensure services are provided to all customers.

Oklahoma Department of Career & Technology Education (ODCTE)

Adult Basic Education at the Oklahoma Department of Career & Technology Education (ODCTE) current utilizes LACES (Literacy, Adult and Community Education System) by LiteracyPro Systems, a developer of data management systems for the public and nonprofit sectors. LACES is an online student data management software with the capability of generating daily reports. Engineered for providers of literacy, Adult Basic Education (ABE), and correctional education programs, LACES allows case managers to easily set baselines, track program progress and student goals, and deliver results and streamline data reporting to state and federal agencies.

Frequency of Data Reporting:

ODCTE anticipates that data reporting can be made available to the local boards in the future on a quarterly basis. Going forward, ODCTE/ABE is fully aware of the importance of establishing an integrated reporting and common intake system, and will provide assistance in any way that it can to support the state and core partners in this process.

Oklahoma Department of Rehabilitation Services (OKDRS)

The Oklahoma Department of Rehabilitation Services (OKDRS) is utilizing the AWARE case management system by Alliance Enterprises. Alliance Enterprises, Inc. maintains the Case Management System used by more than 35 Vocational Rehabilitation state agencies throughout the country. In addition to serving as a tool for managing services for vocational rehabilitation programs under Title IV of the WIOA, it also produces the required Federal reports to meet the specifications of the U.S. Department of Education, Rehabilitation Services Administration.

Frequency of Data Reporting:

OKDRS is in a transition period with WIOA. Beginning with Program Year 2017, which began July 1, 2017; OKDRS is collecting and reporting on the new RSA-911 to the U.S. Department of Education, Rehabilitation Services Administration (RSA). The first quarterly report for Program Year 2017 was made November 15, 2017 and OKDRS anticipate the frequency of data reporting to the local boards to occur on a quarterly basis. AWARE's developer, Alliance worked to assure the department's systems were ready for this first quarterly report.

Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. WIOA provides a historic opportunity to align performance-related definitions, streamline performance indicators, integrate reporting, and ensure comparable data collection and reporting across all six of the core programs, while also implementing program-specific

requirements related to data collection and reporting. Starting July 1, 2017 OKDRS began collecting data required for the new performance accountability indicators.

The vision of WIOA is that of modernizing the workforce system and ensuring it operates as a comprehensive, integrated and streamlined system that expands opportunities for all workers and businesses. Achieving this vision for Oklahoma citizens requires that Oklahoma Works partners evaluate approaches and align performance accountability and data systems to support program management, facilitate common case management systems and joint performance reporting and inform policy. By ensuring that workforce investment activities are evidence-based and data driven, Oklahoma Works partners will be accountable to participants and taxpayers.

Please distribute this memo to Workforce Development Board members and all appropriate staff.

INQUIRIES: If you have any questions about this issuance, please contact Policy and Program Staff in the Oklahoma Office of Workforce Development. Contact information can be found at <http://www.oklahomaworks.gov/about/>.